



COMAP REPORT

The Governor's Commission on Management and Productivity

February 10, 1995

The COMAP project participants are facing changing times with courage and resolve. Frameworks are being put into place today, initiating the process of evolutionary change that will continue well into the future. The hours of hard work and dedication are an investment in the future of this state. Groundwork has been laid for implementation of many of the COMAP initiatives.

Status of the implementation of COMAP recommendations will be presented to Governor Carnahan the first week of March. That date marks the end of six months of the implementation phase. Governor Carnahan will spend time with each team individually, listening to their update and providing feedback on the implementation of the recommendations.

The Implementation Management Teams have submitted five pieces of legislation for this session, five budget decision items for appropriation changes, and five executive orders for the Governor's review and approval. Personnel and expenses necessary to implement the recommendations have been reallocated from existing state resources where possible.

Automation

The Automation Implementation Management Team issued a request for bids on January 26 for a Chief Information Officer (CIO). The bid will close on February 24. Members of the bid screening committee are Mike Benzen, Melba Price, Dave Vanderfelt, Jim Schutt, Albert Able, and Beth Wheeler. Chargeback for the CIO's salary and expenses will be made to the 16 departments based on their percentage of information technology spending for fiscal year 1994.

To accomplish a cost/benefit analysis for data center consolidation, a detail base review team has been assigned by the House, Senate, and Budget and Planning. The data processing managers from the data centers being considered

for consolidation will collect detail information using industry-tested procedures.

The Office of Administration, Division of Data Processing and Telecommunications selected a county for a network consolidation study and presented information to the implementation management team. The team requested that the county study continue, as well as discussions with network providers on network consolidation options. Information gathering on network consolidation will continue, but no commitments will be made until the CIO has approved the plan.

Oversight Committee meeting minutes and the text of this newsletter can be found on the Internet under State Government information.

Efficient Operations

The Executive Order to develop a strategic plan for making the state personnel system more responsive to employers, employees, and applicants, while simultaneously adhering to merit principles has been approved by the Governor's Office. Background information for the strategic plan is being prepared by the Division of Personnel.

The budget requests to automate the applications process in the Division of Personnel and for providing electronic access to bid files by vendors of the state have been submitted to the legislature in the Governor's recommended budget.

Legislation to improve the procurement process has been submitted to the 1995 legislative session. The automated procurement system (MAPS) will be reviewed for improvements beginning on February 1. An electronic bulletin board for procurement is scheduled to be implemented in March.

Detail base reviews have been approved by the House, Senate, and Budget and Planning for potential improvements in the operations of state printing shops, warehouses, and postal facilities. Data collection for these reviews will begin immediately. The official reviews will be completed this summer, with changes implemented in the next budget process.

Fiscal Policy

The Fiscal Policy Implementation Management Team discussed potential cost savings in the risk management area. It was determined that the greatest area of savings was in loss control. Therefore, an Executive Order has been drafted which creates a statewide safety task force. The Executive Order was approved by the Oversight Committee at their January 30 meeting. A plan for the implementation of a statewide safety task

force has been developed by the Office of Administration, Risk Management Section.

The Treasurer's Office will submit new investment legislation to the 1995 legislative session. Details of the expanded investment opportunities have been reviewed with the Debt/Investment subgroup.

Legislation to create a maintenance and repair fund for state-owned property has been submitted to the 1995 legislative session. A presentation to budget committees with detail on the financial impact of preventive maintenance is being planned. Statute changes have also been submitted which will enable state agencies to more easily contract for repairs and improvements.

Management Improvement and Customer Service

Three subgroups of the Management Improvement and Customer Service Implementation Management Team were formed to work on further detail regarding the Commission and Office of Excellence in Customer Service, legislation for elimination of Boards and Commissions, and the customer focus process. The teams are as follows:

Commission/ Office	Process Implementation	Legislation
Karen Keeney	Mike Hartmann	Rep. Greg Canuteson
Terry McAdams	Richard Lawson	Susan Jenkins
Jeff Staake	Brad Schmidt	Greg Johnston
	Bill Wildoner	Sen. John Russell
		David Valentine
		Ted Wedel

The team presented the Executive Order that creates the Commission on Excellence in Customer Service to the Oversight Committee on January 30. The Executive Order has been submitted to the Governor's Office for review, approval, and appointment of Commission members. A list of potential commission

members will be submitted with the Executive Order.

The budget request for funding of the Office of Excellence in Customer Service was presented in the Governor's recommended budget to the legislature. This funding would begin in July of 1995. Temporary funding is available to begin the process in the current fiscal year.

Job descriptions for the office have been drafted and reviewed. Space for those offices has been made available in the Truman Building.

Organizational Planning

The Organizational Planning Implementation Management Team has drafted an Executive Order creating a State Strategic Planning Team. The team will begin work as soon as the Executive Order has been approved and the members are appointed. The implementation management team will monitor the Strategic Planning Team through their first year-cycle.

A subgroup has been formed to refine the planning model to include customer input and the integration of an automated tool. The planning model should be complete by the end of February, to coincide with the appointment of the Strategic Planning Team.

Workforce

The following subgroups of the Workforce Implementation Management Team have been designated to develop a workplan for implementation of the specific topic areas:

Salary Systems	Health Care	Pay-For-Performance
Lee Capps	Renee Godsey	Bob Carico, Chair
Rich Millard, Chair	Andrea Routh	Terry McAdams
		Ralph Tandowsky

Retirement	Total Compensation	Diversity
Laura Fraley	Debra Cheshier	Debra Cheshier
Renee Godsey	Renee Godsey	Carla Owens-Cobbs
Gary Heimericks, Co-Chair	Gary Heimericks, Chair	Alma McKinney, Chair
Terry Malone	Mike Pickerel	
Tom Crawford		
Karen Stohlgren, Co-Chair		
Claire West		

An Executive Order creating a Commission on Total Compensation has been drafted and is being reviewed by the Governor's Office. The Commission will be responsible for evaluating and recommending courses of action based on, but not limited to, the recommendations of COMAP related to compensation, retention, and recruitment issues.

A draft total compensation policy will be developed by the implementation management team and submitted to the Commission on Total Compensation, when it is appointed. The implementation management team will also develop a presentation regarding total compensation to be delivered, for informational purposes, to the Legislature in February.

A bill has been filed by Representative Gracia Backer requiring the Office of Administration to develop and administer a flexible benefit plan for all state employees. The objectives of the plan shall be to (1) allow employees to customize their benefit selection; (2) maximize equity in benefits among state employees; and (3) deliver benefits to state employees in the most cost-effective manner possible. The Office of Administration shall seek input from all departments to determine which benefits would be appropriate and prudent to include within the plan.

An individualized consolidated benefits statement will be distributed to all state employees in February. These statements will continue to be refined and sent out annually.

**COMMISSION ON MANAGEMENT
AND PRODUCTIVITY (COMAP)**

350 Truman Building

P.O. Box 809

Jefferson City, MO 65102

TO:

5 Executive Orders

- Review of Merit System
- Create Statewide Safety Program
- Create Commission on Excellence in Customer Service
- Establish State Strategic Planning Team
- Create Commission on Total Compensation

5 Legislation Items

- Procurement
- Investment Policy
- Maintenance and Repair Fund
- Elimination of Boards and Commissions
- Flexible Benefit Study

The COMAP REPORT is a publication to keep state government employees informed. For more information, contact Project Director, Carolyn Kampeter or send any suggestions or questions to:

**COMAP
350 Truman Building
P.O. Box 809
Jefferson City, MO 65102
314-751-8639
314-751-7181 (fax)**